

Heathkit®

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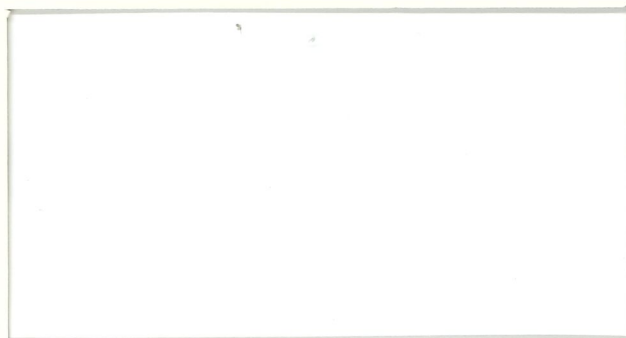
## HEATH COMPANY PHONE DIRECTORY

The following telephone numbers are direct lines to the departments listed:

Kit orders and delivery information ..... (616) 982-3411  
Credit ..... (616) 982-3561  
Replacement Parts ..... (616) 982-3571

### Technical Assistance Phone Numbers 8:00 A.M. to 4:30 P.M., EST, Weekdays Only

Audio, ..... (616) 982-3310  
Amateur Radio ..... (616) 982-3296  
Test Equipment, Weather Instruments and  
Home Clocks ..... (616) 982-3315  
Television ..... (616) 982-3307  
Aircraft, Marine, Security, Scanners, Automotive,  
Appliances and General Products ..... (616) 982-3496  
Computers — Hardware ..... (616) 982-3309  
Computers — Software:  
Operating Systems, Languages, Utilities ..... (616) 982-3860  
Application Programs ..... (616) 982-3884



## YOUR HEATHKIT 90-DAY LIMITED WARRANTY

### Consumer Protection Plan for Heathkit Consumer Products

Welcome to the Heath family. We believe you will enjoy assembling your kit and will be pleased with its performance. Please read this Consumer Protection Plan carefully. It is a "LIMITED WARRANTY" as defined in the U.S. Consumer Product Warranty and Federal Trade Commission Improvement Act. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

#### Heath's Responsibility

**PARTS** — Replacements for factory defective parts will be supplied free for 90 days from date of purchase. Replacement parts are warranted for the remaining portion of the original warranty period. You can obtain warranty parts direct from Heath Company by writing or telephoning us at (616) 982-3571. And we will pay shipping charges to get those parts to you . . . anywhere in the world.

**SERVICE LABOR** — For a period of 90 days from the date of purchase, any malfunction caused by defective parts or error in design will be corrected at no charge to you. You must deliver the unit at your expense to the Heath factory, any Heath/Zenith Computers and Electronics center (units of Veritechnology Electronics Corporation), or any of our authorized overseas distributors.

**TECHNICAL CONSULTATION** — You will receive free consultation on any problem you might encounter in the assembly or use of your Heathkit product. Just drop us a line or give us a call. Sorry, we cannot accept collect calls.

**NOT COVERED** — The correction of assembly errors, adjustments, calibration, and damage due to misuse, abuse, or negligence are not covered by the warranty. Use of corrosive solder and/or the unauthorized modification of the product or of any furnished component will void this warranty in its entirety. This warranty does not include reimbursement for inconvenience, loss of use, customer assembly, set-up time, or unauthorized service.

This warranty covers only Heath products and is not extended to other equipment or components that a customer uses in conjunction with our products.

**SUCH REPAIR AND REPLACEMENT SHALL BE THE SOLE REMEDY OF THE CUSTOMER AND THERE SHALL BE NO LIABILITY ON THE PART OF HEATH FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO ANY LOSS OF BUSINESS OR PROFITS, WHETHER OR NOT FORESEEABLE.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

#### Owner's Responsibility

**EFFECTIVE WARRANTY DATE** — Warranty begins on the date of first consumer purchase. You must supply a copy of your proof of purchase when you request warranty service or parts.

**ASSEMBLY** — Before seeking warranty service, you should complete the assembly by carefully following the manual instructions. Heathkit service agencies cannot complete assembly and adjustments that are customer's responsibility.

**ACCESSORY EQUIPMENT** — Performance malfunctions involving other non-Heath accessory equipment, (antennas, audio components, computer peripherals and software, etc.) are not covered by this warranty and are the owner's responsibility.

**SHIPPING UNITS** — Follow the packing instructions published in the assembly manuals. Damage due to inadequate packing cannot be repaired under warranty.

If you are not satisfied with our service (warranty or otherwise) or our products, write directly to our Director of Customer Service, Heath Company, Benton Harbor MI 49022. He will make certain your problems receive immediate, personal attention.

# CUSTOMER SERVICE

## REPLACEMENT PARTS

Please provide complete information when you request replacements from either the factory or Heath/Zenith Computers and Electronics centers. Be certain to include the **HEATH** part number exactly as it appears in the parts list.

## ORDERING FROM THE FACTORY

Print all of the information requested on the parts order form furnished with this product and mail it to Heath. For telephone orders (parts only) dial 616 982-3571. If you are unable to locate an order form, write us a letter or card including:

- Heath part number.
- Model number.
- Date of purchase.
- Location purchased or invoice number.
- Nature of the defect.
- Your payment or authorization for COD shipment of parts not covered by warranty.

Mail letters to: Heath Company  
Benton Harbor  
MI 49022  
Attn: Parts Replacement

**Retain original parts until you receive replacements. Parts that should be returned to the factory will be listed on your packing slip.**

## OBTAINING REPLACEMENTS FROM HEATH/ZENITH COMPUTER AND ELECTRONICS CENTERS

For your convenience, "over the counter" replacement parts are available from the Heath/Zenith Computer and Electronics centers listed in your catalog. Be sure to bring in the original part and purchase invoice when you request a warranty replacement from a Heath/Zenith Computer and Electronics center.

## TECHNICAL CONSULTATION

Need help with your kit? — Self-Service? — Construction? — Operation? — Call or write for assistance. You'll find our Technical Consultants eager to help with just about any technical problem except "customizing" for unique applications.

The effectiveness of our consultation service depends on the information you furnish. Be sure to tell us:

- The Model number and Series number from the blue and white label.
- The date of purchase.
- An exact description of the difficulty.
- Everything you have done in attempting to correct the problem.

Also include switch positions, connections to other units, operating procedures, voltage readings, and any other information you think might be helpful.

**Please do not send parts for testing, unless this is specifically requested by our Consultants.**

Hints: Telephone traffic is lightest at midweek — please be sure your Manual and notes are on hand when you call.

Heath/Zenith Computer and Electronics center facilities are also available for telephone or "walk-in" personal assistance.

## REPAIR SERVICE

Service facilities are available, if they are needed, to repair your completed kit. (Kits that have been modified, soldered with paste flux or acid core solder, cannot be accepted for repair.)

**If it is convenient, personally deliver your kit to a Heath/Zenith Computers and Electronics center. For warranty parts replacement, supply a copy of the invoice or sales slip.**

If you prefer to ship your kit to the factory, attach a letter containing the following information directly to the unit:

- Your name and address.
- Date of purchase and invoice number.
- Copies of all correspondence relevant to the service of the kit.
- A brief description of the difficulty.
- Authorization to return your kit COD for the service and shipping charges. (This will reduce the possibility of delay.)

Check the equipment to see that all screws and parts are secured. (Do not include any wooden cabinets or color television picture tubes, as these are easily damaged in shipment. Do not include the kit Manual.) Place the equipment in a strong carton with at least **THREE INCHES** of *resilient* packing material (shredded paper, excelsior, etc.) on all sides. Use additional packing material where there are protrusions (control sticks, large knobs, etc.). If the unit weighs over 15 lbs., place this carton in another one with 3/4" of packing material between the two.

Seal the carton with reinforced gummed tape, tie it with a strong cord, and mark it "Fragile" on at least two sides. Remember, the carrier will not accept liability for shipping damage if the unit is insufficiently packed. Ship by prepaid express, United Parcel Service, or insured Parcel Post to:

Heath Company  
Service Department  
Benton Harbor, Michigan 49022

Heath Company  
Benton Harbor, Michigan